



## SAMPLE CUSTOMER BILL

**Account Number**  
**Billing Date** 12/28/15  
**Total Amount Due** \$108.82  
**Auto Pay** 01/12/16  
Page 1 of 2

Contact us: @ [www.xfinity.com](http://www.xfinity.com) 1-800-XFINITY (1-800-934-6489)

For service at:


### News from Comcast

Thank you for your prompt payment. For quick and convenient ways to manage your account, view and pay your bill, please visit [www.xfinity.com/myaccount](http://www.xfinity.com/myaccount)

### Monthly Statement Summary

Previous Balance	103.61
Comcast Paydirect - 12/12/15	-103.61
New Charges - see below	108.82
<b>Total Amount Due</b>	<b>\$108.82</b>
Auto Pay	01/12/16

### New Charges Summary

 XFINITY TV	93.84
Other Charges & Credits	8.53
Taxes, Surcharges & Fees	6.45
<b>Total New Charges</b>	<b>\$108.82</b>

Thank you for being a valued Comcast customer!



BOX 6505 CHELMSFORD MA 01824-0000

**Account Number**  
**Auto Pay** 01/12/16  
**Total Amount Due** \$108.82  
**Autopay Payment Will Be Made On '01/12/16'**

COMCAST  
PO BOX 1577  
NEWARK NJ 07101-1577

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### Service Details

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#### XFINITY TV

Digital Starter	01/08 - 02/07	69.95
Includes: Digital Starter Programming, Interactive Program Guide, And Music Choice, Expanded Basic Service, Limited Basic Service , Digital Converter & Remote.		
Additional Outlet	01/08 - 02/07	9.95
Digital Converter		
HD Technology Fee	01/08 - 02/07	9.95
Additional Outlet	01/08 - 02/07	3.99
Digital Adapter		
<b>Total XFINITY TV</b>		<b>\$93.84</b>

#### Other Charges & Credits

Broadcast TV Fee	5.00
Regional Sports Fee	3.00
Franchise Related Cost	0.53
<b>Total Other Charges &amp; Credits</b>	<b>\$8.53</b>

#### Taxes, Surcharges & Fees

TV	
State Sales Tax	0.02
Franchise Fee	6.35
FCC Regulatory Fee	0.08
<b>Total Taxes, Surcharges &amp; Fees</b>	<b>\$6.45</b>

For closed captioning concerns and other accessibility issues affecting customers with disabilities, call 855-270-0379, go online for a live chat at [www.comcastsupport.com/accessibility](http://www.comcastsupport.com/accessibility) or email [accessibility@comcast.com](mailto:accessibility@comcast.com) or write to Comcast 1701 John F Kennedy Blvd., Phila. PA 19103-2838 Attn: K. Wilkinson, or fax: 1-888-612-7402.

Hearing/Speech Impaired Call 711 for Customer Service.

#### Important Account Information

Questions about your bill or service? Call Comcast at 1-888-633-4266 with any question about your bill or problems with any of your Comcast services. FOR RESIDENTIAL CUSTOMERS: Billing disputes must be received within sixty (60) days from the due date of this bill. After you have contacted us, if you are not satisfied with our resolution of a problem with your video service, or, if you have a complaint regarding our video prices, you may contact the MA Department of Telecommunications and Cable - Consumer Division, 1000 Washington St., Boston, MA 02118-6500. Call 617-305-3531 or 800-392-6066 or Email: [consumer.complaints@state.ma.us](mailto:consumer.complaints@state.ma.us). The Local Franchise Authority for video service is the MA DTC at the above address. The FCC ID for your town is: MA0117.

The Broadcast TV fee recovers a portion of the cost of retransmitting television broadcast signals.

Regional Sports Fee recovers a portion of the costs to transmit certain regional sports networks.

Only XFINITY® gives you the First Bilingual Experience of its kind. Call today to request your monthly bill in Spanish at 1-800-XFINITY.

Moving? Call 1-855-MOV-EDGE or visit <http://www.xfinity.com/moversedge> today! The XFINITY Movers Edge program makes it easy to stay connected to your TV, Internet, and Voice service.

#### Your nearest Comcast Service Center:

Newton - 300 Needham St., M-F 10am-6pm, Sat 9am-5pm;

Watertown - 104 Main St., M-F 9am-1:30pm, 2pm-5pm (open 11am-5pm on the third Wednesday of each month)

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